April 26, 2007

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TO: Each Supervisor

FROM: Bruce A. Chernof, M.D.
           Director and Chief Medical Officer

SUBJECT: REQUEST TO AMEND INFORMATION
           TECHNOLOGY SUPPORT SERVICES MASTER
           AGREEMENT (ITSSMA) WORK ORDER NO4-0513
           WITH PI TECHNOLOGIES PROVIDING SENIOR
           LEVEL UNIX SYSTEM ADMINISTRATION

This is to advise you of my intent to request the Internal Services Department
(ISD) to amend ITSSMA Work Order N04-0513 with PI Technologies to
extend the term and increase the total maximum dollar amount. It is requested
that this Work Order be extended to May 17, 2008 and increase the total
maximum amount by $363,001. Without further extension, this Work Order
is set to expire May 18, 2007. This added funding will increase the total cost
of this Work Order to $663,000. In accordance with ITSSMA Guidelines,
prior Board notice is required for projects that will exceed $300,000.

BACKGROUND

The Information Resource Management (IRM) Systems Administration unit
at Health Services Administration (HSA) maintains computer servers for local
users at 313 N. Figueroa St. and 241 N. Figueroa St. in Los Angeles, 1000 S.
Fremont Avenue in Alhambra and 5555 Ferguson Dr. in City of Commerce.
This unit is also responsible for supporting servers used department-wide as
part of the enterprise network for the Department of Health Services (DHS).

The purpose of this Work Order is to provide the necessary qualified staff to
assist in the support of computers in the HSA Datacenter and the Ferguson
Datacenter. Initial support will require the installation of servers and the
datacenter network and remote management configuration.

Additional servers are being added to both the HSA Datacenter and the
Ferguson Datacenter in support of the $30 million (annual revenue) Medically
Indigent Care Reporting System (MICRS), Encounter Information Sheets
(EIS) in support of the $54 million revenue Coverage Initiative, the Referral
Processing System (RPS), MetroCare, Health Care Transaction Base (HTB)
and various other projects.

The DHS datacenters continue to grow in both size and complexity and require ongoing support at a very high level. Services will be provided to the DHS HSA IRM Technology Support and Operations Group.

SCOPE

The scope of work includes the following:

o **Sun Solaris Support** – Support of Sun Solaris computers with OS v. 8, 9 and 10. Support of Sun hardware systems, including a SAN.

o **Microsoft OS Support** – Support of systems with Microsoft OS including Windows 2003 server.

o **Server Software Support** – Software installation, configuration, troubleshooting and repair for applications running on Sun, IBM, HP and Microsoft systems. Assist with testing of new software components; escalation of issues through appropriate help desks. Documentation of issues and resolutions using work order tracking software.

o **Peripheral System Support** – Hardware installation, configuration, troubleshooting and repair for peripheral devices including printers, CD-Rom drives, DVD drives, handheld systems, scanners, etc.

o **Evaluate New Products and Services** – Evaluate, test and provide detailed reports and recommendations on new hardware and software applications and services.

o **Mentoring and Knowledge Transfer** – This includes working with DHS technical staff and facilitating the transition of support responsibilities to DHS technical staff.

JUSTIFICATION

Services will be provided to DHS IRM which deploys, maintains, and supports technology solutions for clinical users throughout DHS. The importance of these systems, their complexity and the impact they have on supporting the delivery of healthcare across DHS mandates high level support.

Currently, there are no DHS employees with the skill sets and expertise to perform these tasks. The purpose of this Work Order is to continue to provide a qualified consultant to perform high level Unix and Windows System Administration. It is also intended to facilitate the transition of support to DHS staff through training, mentoring, knowledge, and skills transfer. This is a temporary resource that will not need to be sustained once HSA and Ferguson Data Centers have been stabilized and County System Administrators have been trained.

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FISCAL IMPACT

This Work Order was competitively bid and awarded in June 2006 in the amount of $299,999. The hourly rate will remain the same through May 2008. The increased cost of this Work Order will be $363,001 and will increase the total cost of this Work Order to $663,000. Funding is included in Health Services Administration's Fiscal Year (FY) 2006-07 Final Budget and is included in the FY 2007-08 Proposed Budget Request.
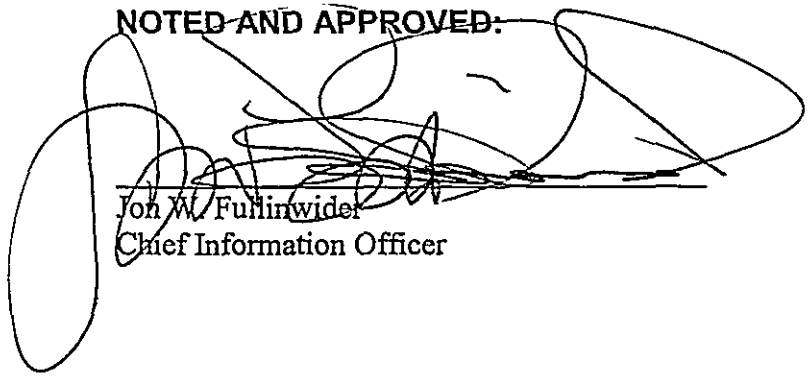
CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term of this Work Order and increase the maximum dollar amount. On May 17, 2007, we will instruct ISD to proceed with the amendment of this Work Order.

If you have any questions or require additional information, please let me know.

BAC:gc

c: Chief Administrative Officer
        County Counsel
        Executive Officer, Board of Supervisors
        Chief Information Officer
        Director, Internal Services Department

NOTED AND APPROVED:

Jon W. Fullinwider
Chief Information Officer

Date 5-2-07